First Alert®

# USER MANUAL

## Smartbridge HD Live App (For Smartphones)

# INTRODUCTION
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## Welcome

**Thank you for choosing First Alert for your security needs!**

For more than half a century, First Alert has made the home-safety and security products that make your life easier. Our products are built to the highest standard which has earned us a leadership role in the home-safety and security product categories. We are committed to serving our customers, from the professionals who install our products, to the families and businesses who count on them. First Alert has been helping families and businesses stay safe for over 50 years. By having a First Alert Security System, you're taking the first step in protecting your home or business from damage or theft.

This manual is written for the Smartbridge HD App for your Apple® or Android Smartphone. A separate app is available for your tablet. It was accurate at the time it was completed. However, because of our ongoing effort to constantly improve our products, additional features and functions may have been added since that time and on-screen displays may change. We encourage you to visit our website at www.firstalert.com to check for the latest manuals (English and Spanish), firmware updates, downloads, other security camera products and announcements.

## Enabling Smartbridge Functionality

In order to utilize the Smartbridge Smartphone application your system must be connected to the Internet and you'll need to register for a Smartbridge account. The Smartbridge features can be enabled through the DDNS interface on your system. See full user's manual for instructions.

## Downloading the App

The next step in accessing your system from your smartphone device is downloading the software from the Apple iOS App Store or the Google Play store.

1. Tap the **Apple iOS App Store Icon** or the **Google Play Store**.

*iOS App Store*

*Google Play Store*

2. Search for **Smartbridge HD Live** and touch to download it. You may need to enter your Apple ID Password or Google Play Store password.

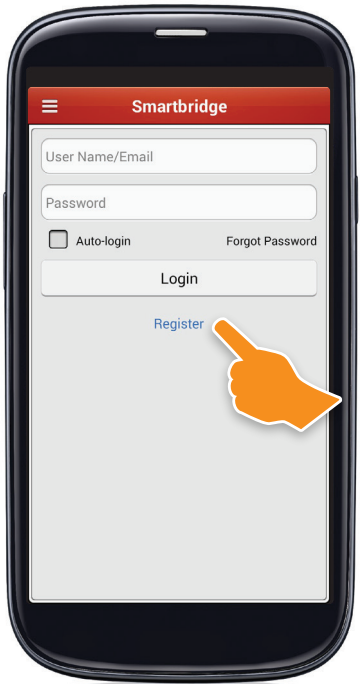
NOTE: You may notice two versions of the Smartbridge Application. The version labeled Smartbridge High Definition HD is intended for tablet use.

3. Once the app is downloaded and installed. Tap the **Smartbridge HD Live** App icon to begin.

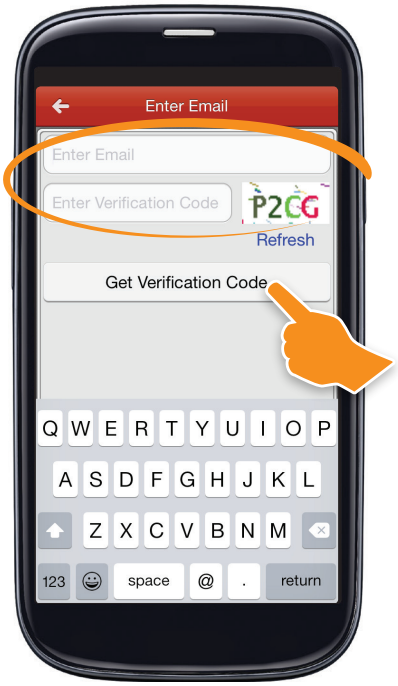
## Creating a Smartbridge Account

Now that you've installed the Smartbridge Mobile App, you may need to create an account if you have not already done so.

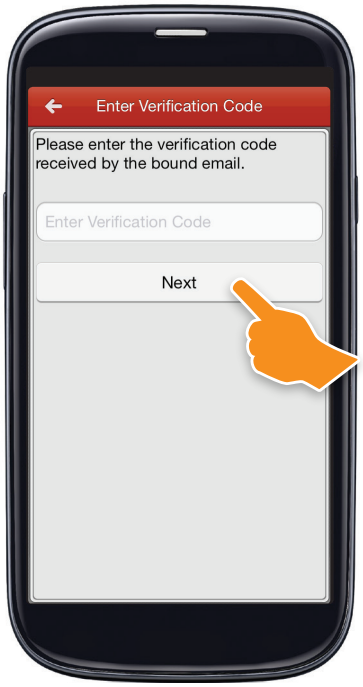
1. Once the **Smartbridge App** is open tap **Register.**



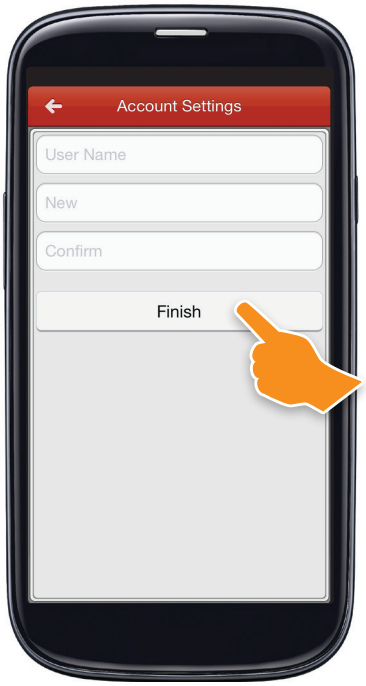

2. Enter your Email and the verification code displayed on the right. Tap **Get Verification Code** to continue.



3. Enter the verification code received by the email you submitted in the previous step and tap **Next**.




4. Enter your User Name and Password to create your account and tap **Finish.**

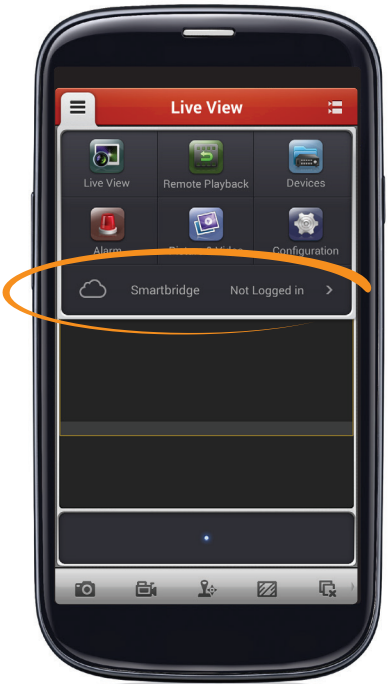


## Logging the App into Smartbridge

Now that you've prepared your system and downloaded the app we can connect your smartphone directly to your live video feeds. The first time you launch the application you will see a blank Live View screen.

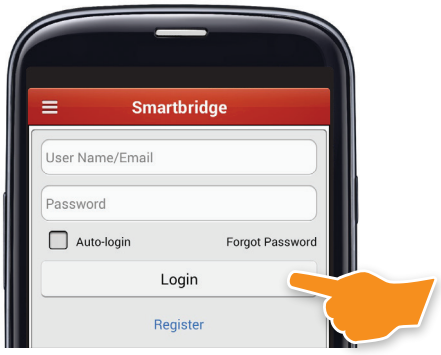
1. Begin by touching the **Main Menu** icon in the red bar in the upper left of the screen.

2. In the drop down menu touch the **Smartbridge** button.




3. Enter the information you registered with.

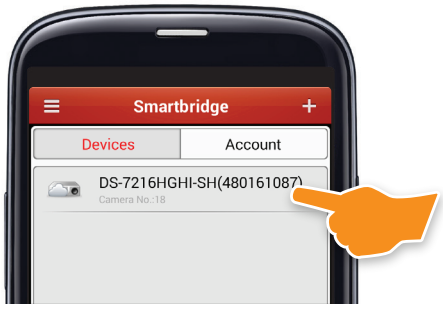
   Tap the **Login** button.



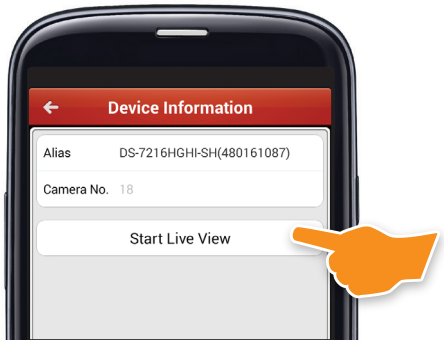
4. Devices you've registered with the Smartbridge application will show under the Devices tab.

   Tap the device you'd like to add to the application.

   NOTE: If you don't see any devices, you're system may not be properly connected to your Smartbridge account. Please see the full product manual for details troubleshooting connectivity.

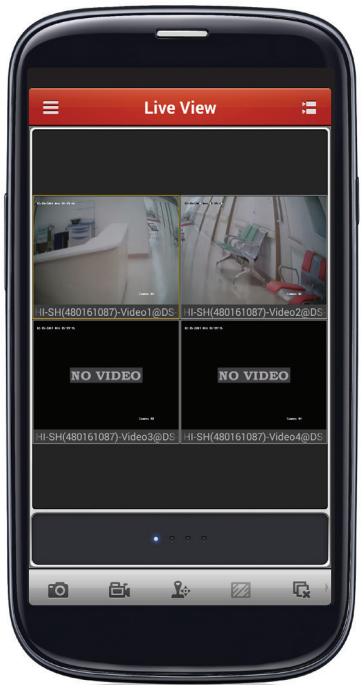



5. Tap **Start Live View** to load the camera views from your system.




5. Depending on the speed of your network connect, after a few moments you should see the live video feeds from your device.

   If you don't see any feeds check to make sure your system is on and functioning properly. Refer to the full owner's manual for additional tips troubleshooting live video feeds.

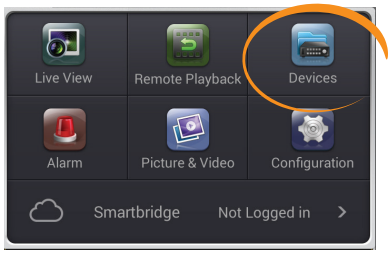


# Devices

Devices allows you to add devices to your Smartbridge application directly within the app.

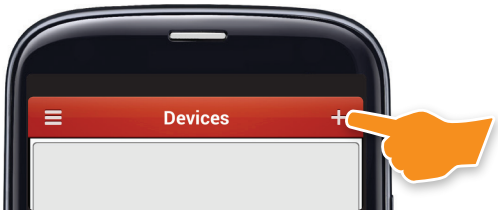
1. Tap the Main Menu button in the top left corner of the screen.

2. Tap Devices.




## Adding a Device

1. If this is the first time you've added a device through the application the device listing will appear blank. Tap the + icon in the upper right to get started.




2. Complete the New Device form.

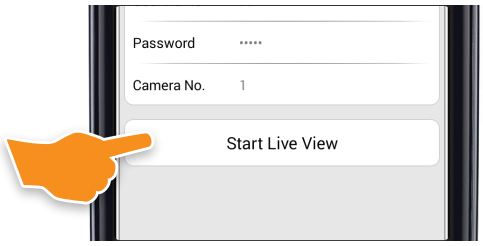
   - (a) **Alias:** choose a name for your device. The device will appear with this name in the listing.
   - (b) **Register Mode:** choose the method you will use to connect to your device.*

(Recommended)

   - (c) **Server Address:** type the server address for your device.
   - (d) **Device Domain:** type the domain of your device. You can snap a picture of a QR Code created in the Wi-Fi settings in this field.
   - (e) **User Name:** this is the user name on the actual device.
   - (f) **Password:** this is the password associated with your user name on your actual device.
   - (g) **Camera No:** enter the number of the camera you'd like to access.

* For more information on connection methods please refer to the full user manual.

3. Once successfully connected your device tap the Start Live View button to access your devices camera feeds.




## Removing a Device

1. From the Devices menu touch and hold the device you'd like to remove.
2. Tap confirm when prompted.

## Configuration

Within Configuration you can add a password to your Smartbridge App. Modify your password, view your data usage statistics, adjust Wi-Fi settings, and access the built in Help information.

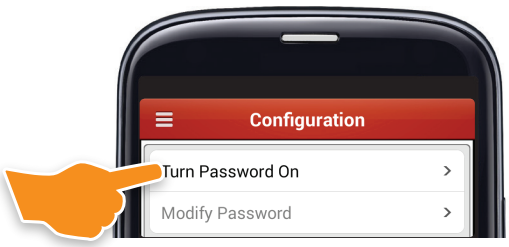
1. Tap the Main Menu button in the top left corner of the screen.

2. Tap Configuration

### Adding Password Protection

1. Adding a password gives you an added layer of security if someone gains access to your phone and tries to access your security system through the Smartbridge App.

   To begin tap **Configuration** from the Main Menu.




2. Tap **Turn Password On.**

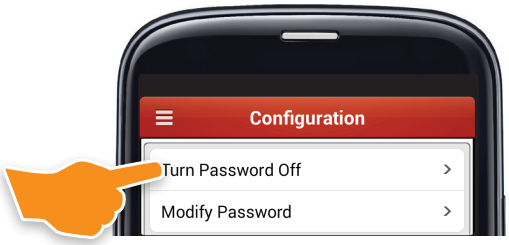
3. Type your desired password in both fields.

   NOTE: Write your password down separately and put it in a safe location.

4. Click the **save icon** in the top right corner.

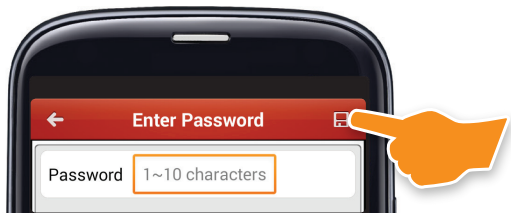
### Removing Password Protection

1. Tap **Configuration** from the Main Menu.




2. Tap **Turn Password Off.**

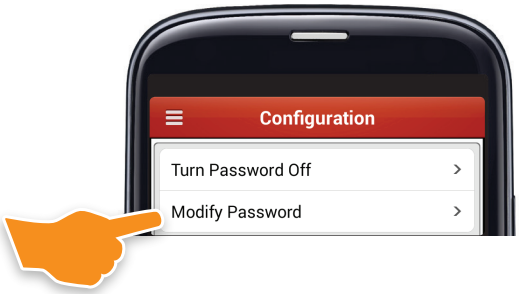
3. Type your password.




4. Tap the **Save** icon in the top right corner.

## Modifying Your Password

1. To modify your password start by tapping **Configuration** from the Main Menu.




2. Tap **Modify Password.**

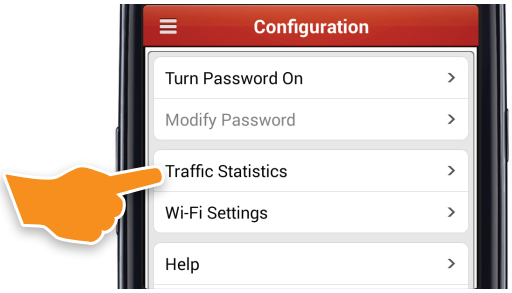
3. Type in your old password and then the desired new password in both the New and Confirm fields.

NOTE: Write your password down separately and put it in a safe location.

4. Tap the **Save** icon in the top right corner.

## Viewing Traffic Statistics (Data Usage)

1. To view your traffic statistics (data usage) start by tapping **Configuration** from the Main Menu.




2. In the Configuration menu tap **Traffic Statistics.**

3. Traffic statistics displays information for data usage over your carrier's network and information for data usage over Wi-Fi networks.

4. Tap the Clear All button to reset all statistics.

   (a) **Back:** Tap this icon to return to the Configuration menu.

   (b) **Mobile Data Usage:** Data usage over your carrier's network.

   (c) **Wi-Fi Data Usage:** Data usage over Wi-Fi networks.

   (d) **Clear All**

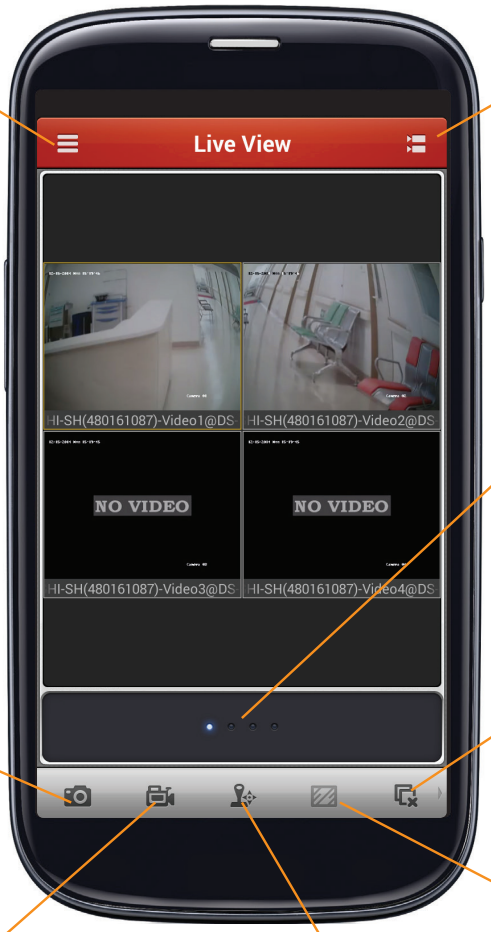
## Live View

Live View allows you to set up and work with your camera feeds. You can choose to show all your feeds, create favorites, take pictures and video, and more. To access Live Mode do the following.

1. Tap the **Main Menu** button in the top left corner of the screen.

2. Tap **Live View**

## Live View Feature Overview




**Main Menu**

**Access Camera List**
Shows all available feeds for your system and allows you to turn them on and off.

**Live Video Feeds**
Video feed layout is set to 2 x 2 by default. Inactive feeds appear with the "No Video" icon.

**Feed Page Indicator**
Indicates which page of Live View Feeds you are currently viewing.

**Turning Live View On/Off**

Turn Off

Turn On

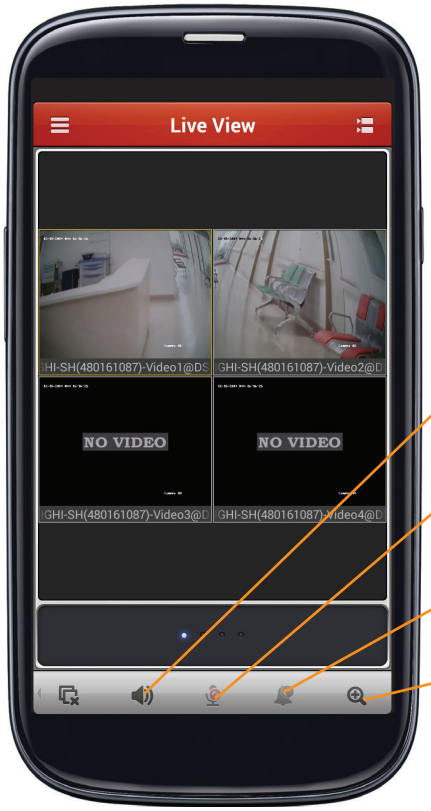
**Capture Picture**
This button will take a still picture of the selected video feed.

**Take a Video**
Record a video from the selected live video feed.

**Remote Camera Control**
Make pan, tilt, and zoom adjustments remotely*

**Image Quality**
Make digital adjustments on your Live View feeds

* Requires a compatible camera. Some features may not be available on all models. For additional info visit www.firstalert.com.



Additional Live View features are available by swiping the bottom menu bar to the left.

**Mute On/Off**
Turns the sound on/off

**Use Two-Way Communication***
Enables two-way communication through compatible systems.

**Alarm Control Panel**
Allows you to remotely enable or disable alarms at your system

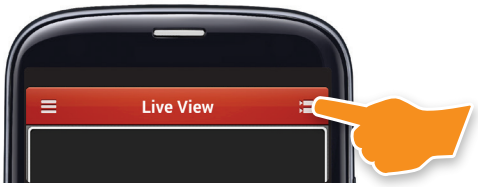
**Digital Zoom***
Digital zoom allows you to use your smartphone to zoom in and out on a feed.

By swiping left to right on either your Live View Feeds or on the feed page indicator you can access additional video feeds you've enabled. Swipe right to left to return to the previous feed.

* Requires a compatible camera. Some features may not be available on all models. For additional info visit www.firstalert.com.

## Accessing Your Device's Cameras

1. Tap the **Access Camera List** icon in the top right corner of the screen.



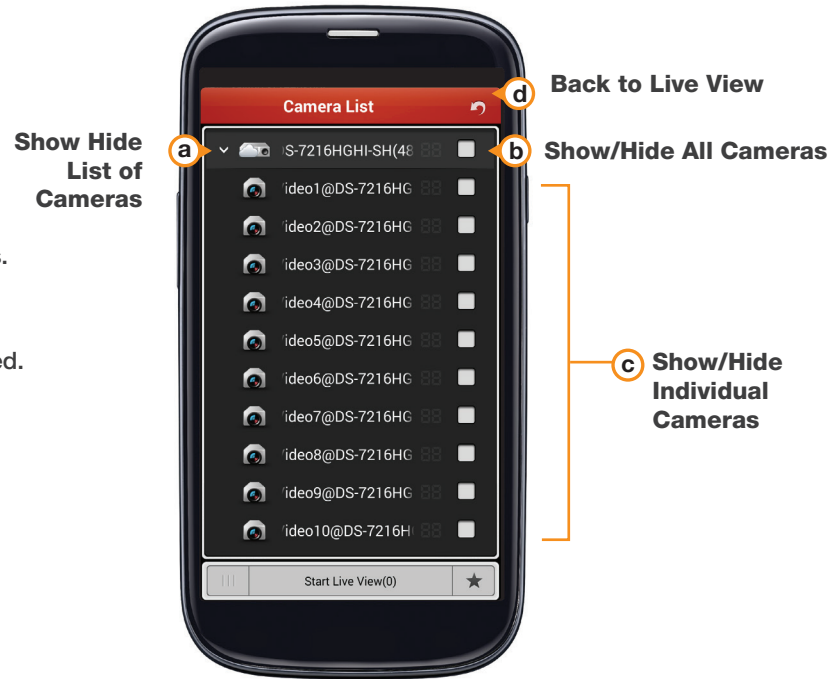

2. Systems you have connected to your Smartbridge application show in the list.

   (a) Tapping the small carrot to the left of your device icon will show/hide a list of all available cameras within that device.

   (b) To the right of your device icon and ID Number you will see the include all cameras toggle. Touching this will enable or disable all cameras.

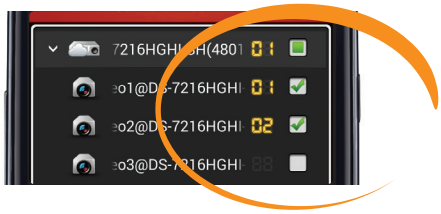
   (c) With your device's camera list open, you will see check-boxes to the right of each camera. Checked ☑ items appear in your Live View Feed.

   (d) To exit the Camera List menu without making changes touch the back arrow in the upper right corner of the screen.




3. Select the cameras you'd like to appear in your Live Video Feed by checking the corresponding boxes.

   NOTE: Only the inputs on your system with a camera attached and working properly will show a live video feed. Inputs/feeds without a camera will show a "No Video" message.



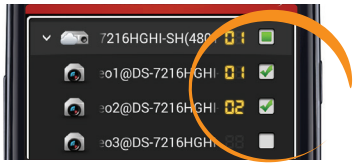
4. Once you've selected all the cameras you'd like to show touch the **Start Live View** button at the bottom of the screen.

## Adding and Deleting Camera List Favorites

Within the Camera List interface you can add a favorite to make accessing specific groups of devices and cameras quick and easy.

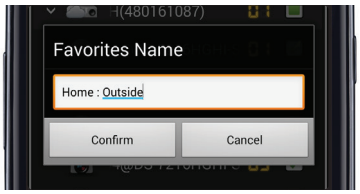
1. To begin making a favorite touch the **Camera List** icon in the upper right from the Live View home screen.

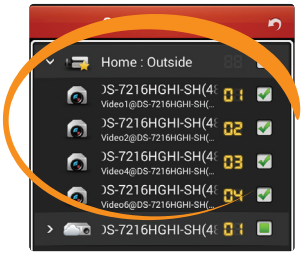
2. Select the devices and the corresponding cameras you'd like to include in the favorite. If you're not familiar with selecting cameras see the **Selecting Live View Feeds** section.



3. Tap the **star icon** in the bottom right to create a favorite.

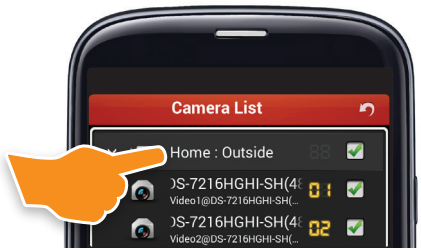
4. Choose a name for your group of cameras and touch **Confirm**.

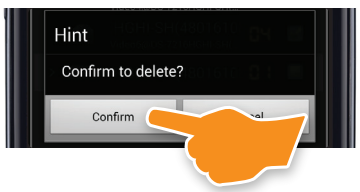



5. Your favorite will now appear within the Camera List interface.

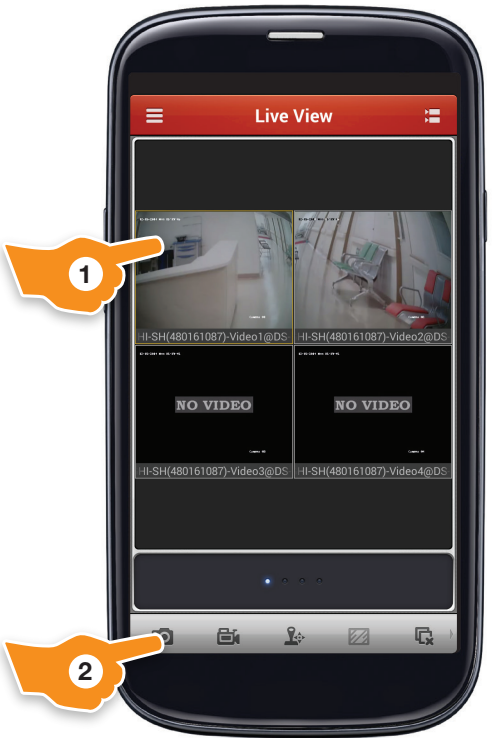
6. To remove a favorite touch and hold the favorite you'd like to remove. **Confirm** deleted when prompted.



## Capturing a Picture

1. Tap the Camera Feed you'd like to take a picture of. The feed will show a small highlighted border when selected. Double tap to view just that feed.



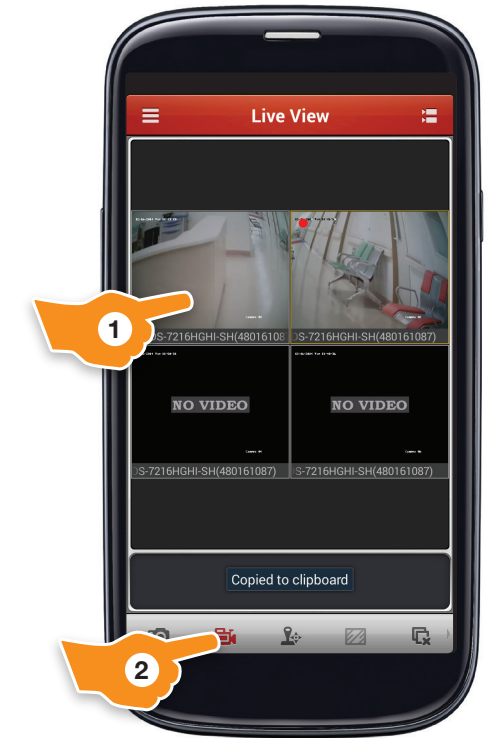

2. Tap the **Take Picture** icon in the menu bar at the bottom of the screen.

NOTE: The bottom menu of the Live View interface contains two sets of icons. If you do not see the Take Picture Icon swipe over the bottom bar from left to right.

3. Pictures and video you've taken are available in Picture & Video under the main menu.

## Recording Video

1. Tap the Camera Feed you'd like to take a record a video of. The feed will show a small highlighted border when selected. Double tap to view just that feed.




2. Tap the **Record Video** icon in the menu bar at the bottom of the screen. A small red dot will appear while recording. Tap the **Record Video** icon again stop recording.

NOTE: The bottom menu of the Live View interface contains two sets of icons. If you do not see the Record Video Icon swipe over the bottom bar from left to right.

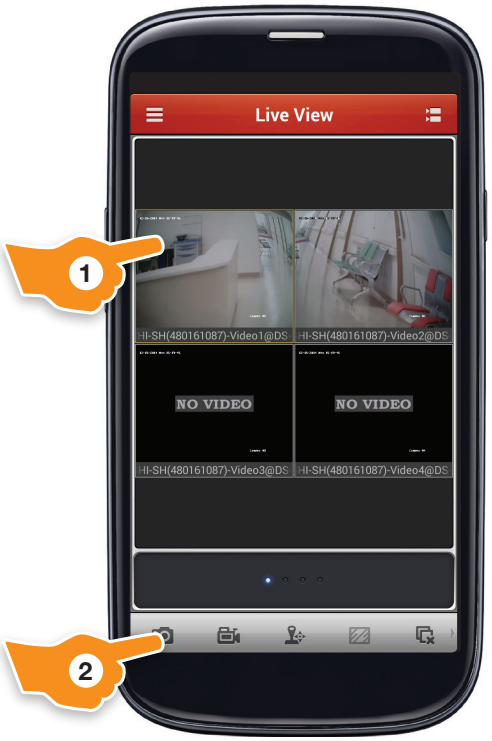
3. Pictures and video you've taken are available in Picture & Video under the main menu.

## Controlling Pan, Tilt, and Zoom (PTZ)*

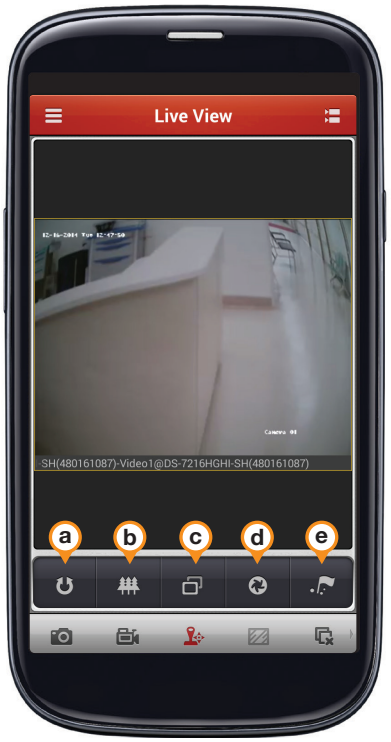
1. Tap the Camera Feed you'd like to control. The feed will show a small highlighted border when selected. Double tap to view just that feed.

2. Tap the **PTZ** icon in the menu bar at the bottom of the screen.

NOTE: The bottom menu of the Live View interface contains two sets of icons. If you do not see the PTZ Icon swipe over the bottom bar from left to right.

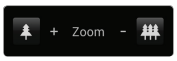



3. The Remote Control (PTZ) menu will appear and you will be able to access the following remote control features.

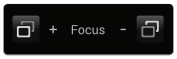



(a) **Auto Scan:** Tap to start / stop auto scan (automatic camera rotation).

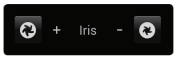
(b) **Zoom:** Tap to access the Camera's zoom controls. You can also pinch two fingers on the screen to zoom out or pull two fingers apart to zoom in.



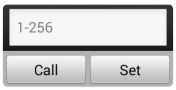

(c) **Focus:** Tap to access the Camera's focus control.




(d) **Iris:** Tap to access the Camera's Iris control. The Iris control changes the amount of light your camera is receiving.




(e) **Presets:** Once you have set a camera scene for a specific purpose, you can create a preset. Setting presets allows you to quickly apply zoom, focus, and iris settings without having to adjust them each time.




**Creating a Preset**

1. Set the zoom, focus and iris to your desired settings.
2. Tap the Preset button (e).
3. Assign a number between 1 and 256.
4. Tap Set.

**Recalling a Preset**

1. Tap the Preset button (e).
2. Type the desired preset number and touch call.

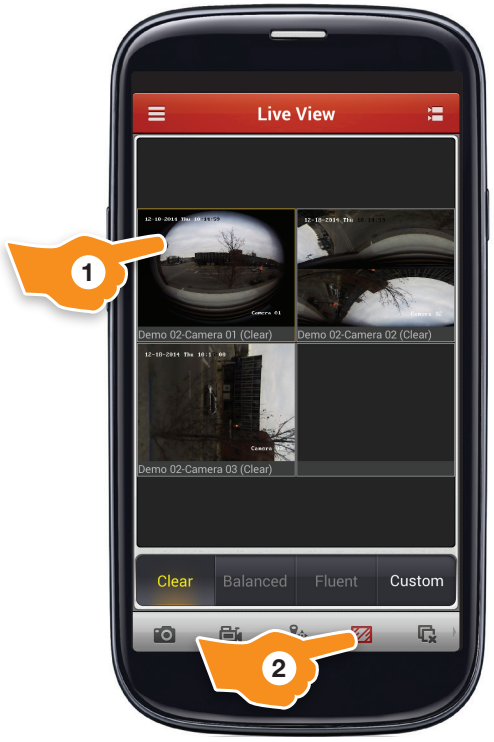
* Requires a compatible camera. Some features may not be available on all models. For additional info visit www.firstalert.com.

## Using Image Quality Adjustments

1. Tap the Camera Feed you'd like to adjust. The feed will show a small highlighted border when selected. Double tap to view just that feed.

2. Tap the **Image Quality** icon in the menu bar at the bottom of the screen.

   NOTE: The bottom menu of the Live View interface contains two sets of icons. If you do not see the Take Picture Icon swipe over the bottom bar from left to right.

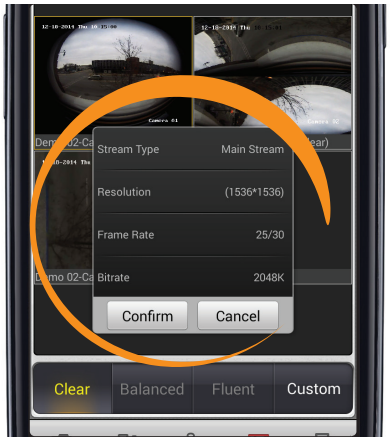



3. From this menu you can choose from three presets: **Clear, Balanced, or Fluent**.

   NOTE: Adjustments you make will affect the live view as well as images you capture and video recordings.

4. For Custom settings touch the **Custom Button**.

5. The custom image settings menu allows you to adjust the Stream Type, Resolution, Frame Rate, and Bitrate. Refer to your camera's full owner's manual for additional information on these settings.



## Turning Live View On/Off

1. Tap the turn **Live View On/Off** button to turn Live View off and again to turn it back on.

NOTE: The bottom menu of the Live View interface contains two sets of icons. If you do not see the Toggle Live View Icon swipe over the bottom bar from left to right.

Toggle Off

Toggle On

## Disabling the Sound in Live View

1. Access the additional Live View menu items by swiping the bottom menu bar from right to left.

2. Tap the **Sound** button to turn the sounds from your camera feed off. Tap it again to turn them back on.

Sounds On

Sounds Off

## Using Two-Way Audio*

1. Access the additional Live View menu items by swiping the bottom menu bar from right to left.

2. If your device is equipped with two-way communication you can utilize the Smartbridge app to talk and listen remotely.

   When Live View is launched the microphone will be disabled. Tap the **Two-Way Communication** icon to begin two-way communication, tap the icon again to disable.

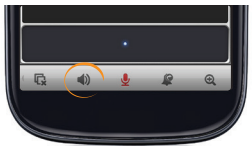
   Two-Way Communication Disabled

   Two-Way Communication Enabled

NOTE: If you can't hear any sound from your camera feed first make sure the sound is on in the Smartbridge App and the volume on your phone is turned up. If you are still having problems refer to the full owner's manual for trouble shooting tips.

Sounds On

Sounds Off



* Requires a compatible device. Some features may not be available on all models. For additional info visit www.firstalert.com.

## Controlling Alarms

1. Access the additional Live View menu items by swiping the bottom menu bar from right to left.

2. Click the **Alarm Output Control** icon.

3. Tap the alarm output sliders to enable or disable an alarm output.

Turn Alarm Output On

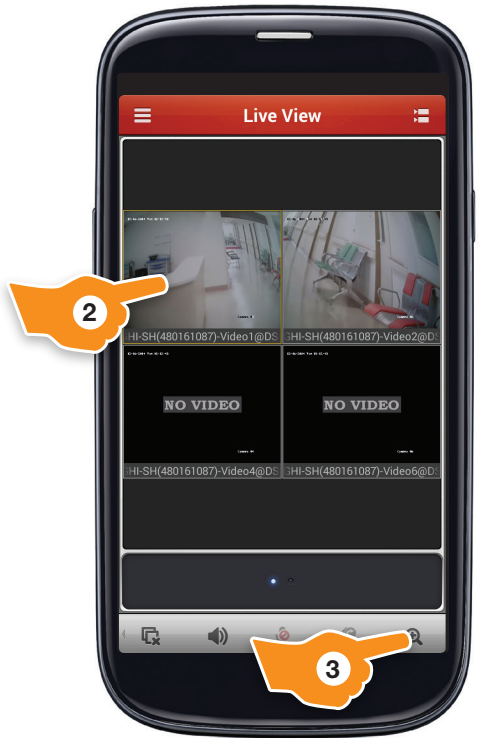
Turn Alarm Output Off

## Digital Zooming

1. Access the additional Live View menu items by swiping the bottom menu bar from right to left.

2. Tap the Camera Feed you'd like to zoom in on. The feed will show a small highlighted border when selected.

3. Tap the **Digital Zoom** button.




4. Touching zoom will focus the app on the selected live view camera feed.

   **ZOOM IN:** with two fingers on your smartphone screen pull apart to zoom in.

   **ZOOM OUT:** with two fingers on your smartphone screen pinch to zoom out.

   **SCROLL:** with a feed zoomed you can scroll around the image by dragging with your finger.

   NOTE: Digital Zoom is not utilizing a compatible camera's lens to zoom in and out. If your camera is capable of lens zooming see the section on remotely controlling your camera (PTZ).

5. When digital zoom is enabled the icon will appear red. To exit digital zoom tap the icon.

## Remote Playback

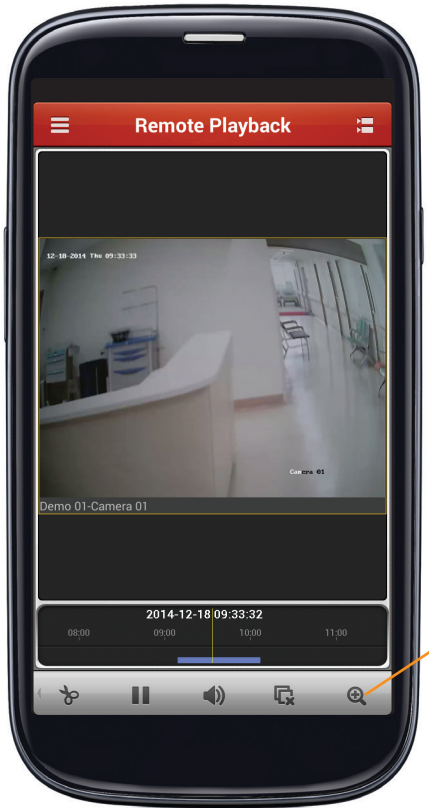
Remote Playback allows you to access saved video feeds from your camera system while you are away. Access the Remote Playback features by doing the following.

1. Tap the Main Menu button in the top left corner of the screen.

2. Tap Remote Playback

## Remote Playback Feature Overview

Main Menu
Remote Playback
Access Remote Recordings
Shows available devices and allows you to access full recordings or recordings based on a date rage.
Playback Window
Once loaded, video feeds will play in this area of the screen.
Demo 01-Camera 01
Timeline
Drag left or right to change video playback time.
2014-12-18 09:33:29
Cancel Remote Playback
Turn Off
Capture Picture
Takes a still picture from within your recorded video.
Take Video Snippet
Allows you to take a snippet of video.
Pause
Pauses the remove video playback.
Mute On/Off
Turns the sound on/off.




Additional Remote Playback features are available within the toolbar at the bottom. To access, swipe over the toolbar from right to left.

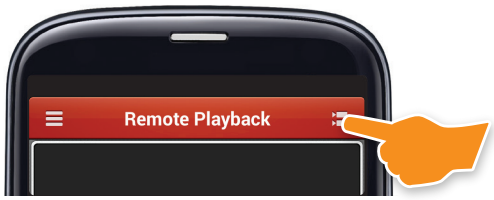
**Digital Zoom**
Allows you to zoom in and zoom out on a remote video.

NOTE: Digital Zoom is not utilizing a compatible camera's lens to zoom in and out. If your camera is capable of lens zooming see the section on remotely controlling your camera (PTZ).

## Accessing a Remote Recording

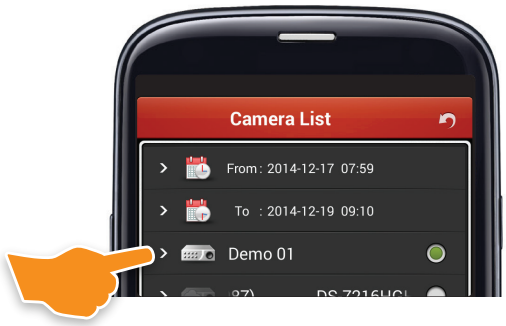
In order to use the Remote Playback features within the Smartbridge app you'll first need to load a remote recording from one of your devices.

1. Tap the **Access Recordings** icon in the upper right hand corner of the screen.



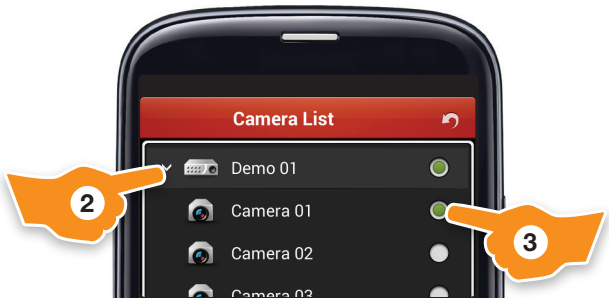

2. Your devices will show under two date range fields.

NOTE: If you do not see your device listing make sure you are logged in and that you've set up your devices prior to accessing them through the Remote Playback feature. Refer to the sections on logging in and setting up devices for more information.




3. Tap the **carrot** icon to reveal the camera inputs on your remote device.

4. Select the camera feed you'd like to remotely access a recording from by **touching the dot to the right**. A camera is selected when the dot turns green.




5. Tap the **From** and **To** calendar rows to set the time frame you'd like to review from your recording.

NOTE: It is recommended you connect to the Internet via Wi-Fi if you plan on reviewing longer recordings. Loading videos remotely uses a large amount of data. Cellular data charges may occur. Contact your wireless carrier for additional details on data charges.

6. Tap the **Start Playback** button to large your recording.

NOTE: Loading times vary based on data connection speed and system video quality.

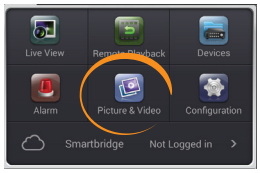
## Capturing a Picture

1. With a recording loaded you can capture a still picture of the live video feed. Navigate to the moment in the recording you'd like to capture and tap the **Pause** button.

   NOTE: You can also take an image capture while the movie is playing. Playback will continue after the image is taken.

2. Tap the **Capture Picture** icon.

3. Pictures and video you've taken are available in Picture & Video under the main menu.



## Taking a Video Snippet

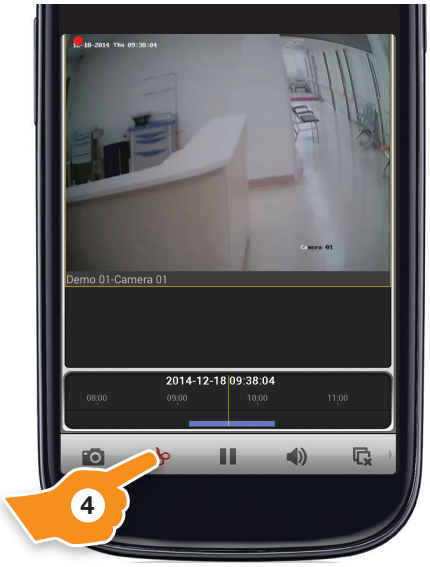
1. Slide the timeline bar to the location you'd like to begin recording the clip at and touch play if you're video is currently stopped.

2. Tap the **Snippet** icon to begin recording.

3. While your video snippet is recording a small red dot will appear in the upper left corner of the screen and the **Snippet** icon will show highlighted in red.

4. Touch the **Snippet** icon again to stop recording.

5. Pictures and video you've taken are available in Picture & Video under the main menu.



## Pausing Playback

1. With a recording loaded tap the **Pause** button to stop playback. Tap the icon again to resume playback.

## Disabling Sound

1. To mute the audio of a recording tap the **Mute** button. Tap it again to turn the sound back on.

   Sounds On

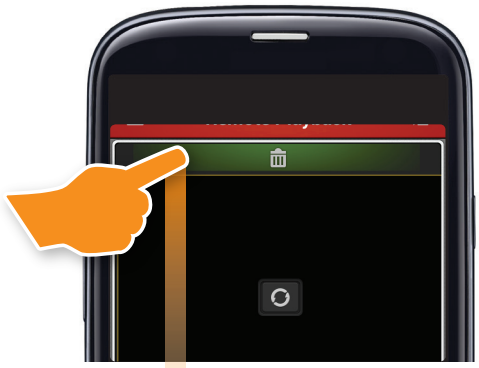
   Sounds Off

## Canceling Remote Playback

1. To cancel the remote playback feed tap the **Cancel Remote Playback** button.

   NOTE: Stopping digital playback will disconnect Smartbridge from the remove video. To stop playback **temporarily** use the **Pause** button.

2. You can also stop the playback by tapping and holding on the playback window and dragging the window upwards to the trash can.



## Digital Zooming

1. Access the additional Live View menu items by swiping the bottom menu bar from right to left.

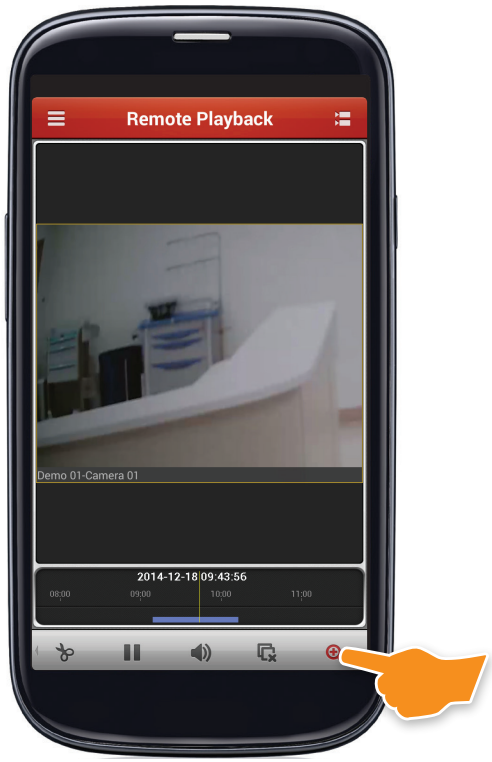
2. Locate the time frame in the video playback you'd like to zoom in on and tap the **Digital Zoom** button.

3. **ZOOM IN:** with two fingers on your smartphone screen pull apart to zoom in.

   **ZOOM OUT:** with two fingers on your smartphone screen pinch to zoom out.

   **SCROLL:** with a feed zoomed you can scroll around the image by dragging with your finger.

   NOTE: Digital Zoom is not utilizing a compatible camera's' lens to zoom in and out. If your camera is capable of lens zooming see the section on remotely controlling your camera (PTZ).




5. When digital zoom is enabled the icon will appear red. Tap the **digital zoom** icon again to exit.

## Alarm Features

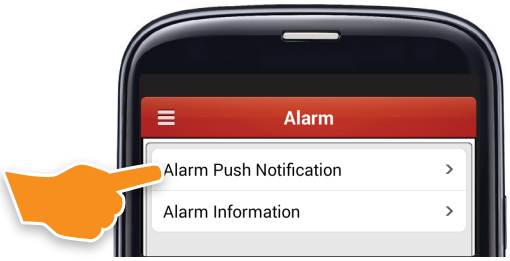
The Smartbridge Application allows you to receive Push Notifications when an alarm is triggered and see Alarm Information.

1. Tap the **Main Menu** button in the top left corner of the screen.

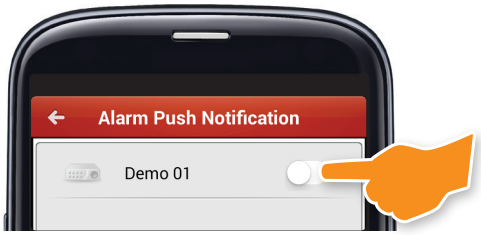
2. Tap **Alarm.**

## Enabling Push Notifications

1. Tap **Alarm Push Notification.**

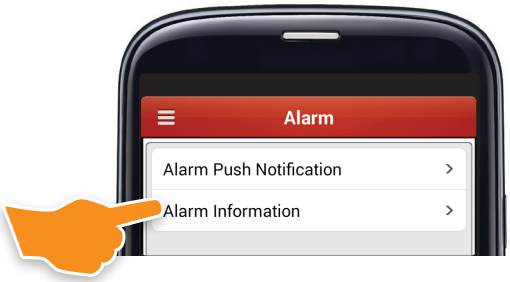



2. Tap the **on/off switch** for the device you'd like to enable push notification for.

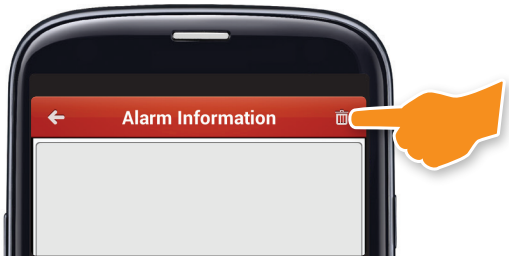



## Viewing the Alarm Log

1. Tap **Alarm Information.**




2. Alarm information is displayed. Tap the **Trash Can** icon in the upper right to clear the information.

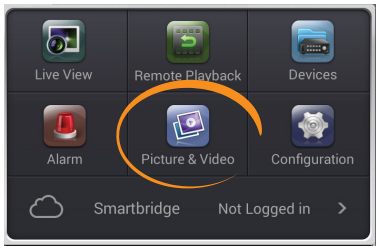


## Picture and Video

You can access image captures and videos you've recorded from Live View and Remote Playback through the Picture and Video menu item.

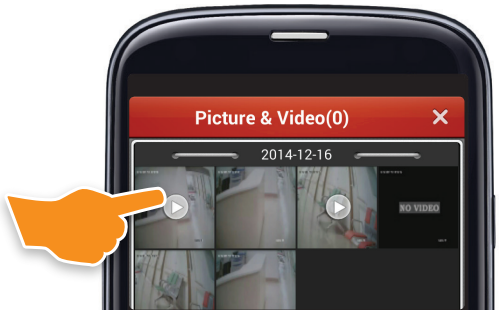
1. Tap the Main Menu button in the top left corner of the screen.

2. Tap Alarm.



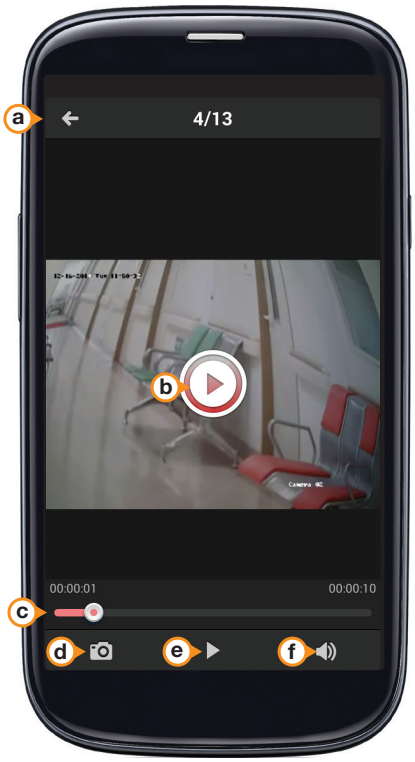

### Thumbnail View

1. Pictures and Video are arranged into albums by date and displayed as thumbnails. Swipe up and down to scroll through your pictures.
2. To view a picture or video tap the thumbnail.




### Viewing Videos

1. Tap Pictures and Video from the Main Menu and choose the video you'd like to work with.
2. Video Features:




- (a) **Back:** Tap this icon to return to the thumbnail page.
- (b) **Play:** Tap to begin playback.
- (c) **Timeline Scroll Bar:** Drag to change the time line position
- (d) **Capture Image:** Tap to capture an image of the video feed. Captured images appear on the thumbnail page.
- (e) **Play:** tap to pause/play the video.
- (f) **Mute:** tap to mute the sound of the video feed.

## Viewing Pictures

1. Tap Pictures and Video from the Main Menu and choose the picture you'd like to work with.

2. Picture Viewing Features:.

   (a) **Back:** Tap this icon to return to the thumbnail page.

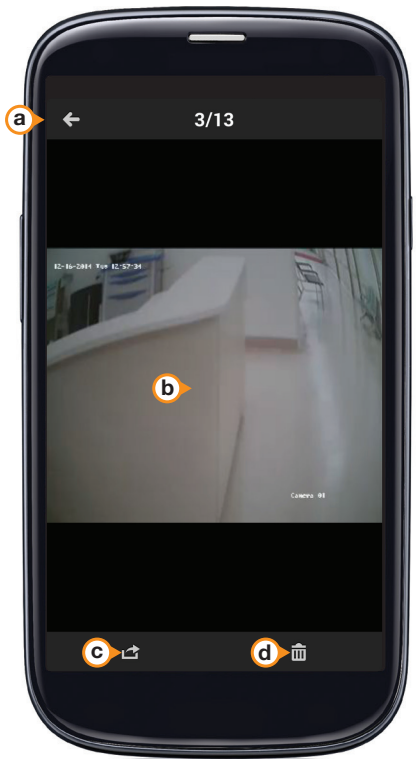
   (b) **ZOOM IN:** with two fingers on your smartphone screen pull apart to zoom in.

   **ZOOM OUT:** with two fingers on your smartphone screen pinch to zoom out.

   **Scroll:** with a feed zoomed you can scroll around the image by dragging with your finger.

   (c) **Share Image:** Tap the icon and select the method you'd like to use to share your image.

   (d) **Delete this Image:** Tap to capture an image of the video feed. Captured images appear on the thumbnail page.



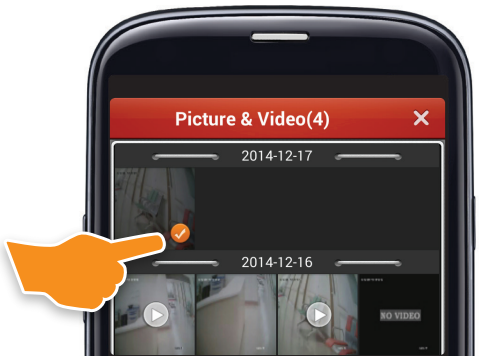

## Deleting Multiple Pictures and Videos

1. Tap **Pictures and Video** from the Main Menu.

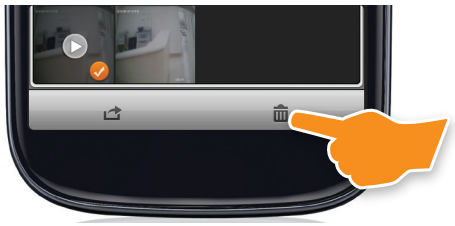
2. Tap the **Edit Icon** in the top right corner of the screen.

3. Select the images you'd like to delete. Images with a check mark will be removed. You can select both videos and images.

   NOTE: Images are deleted permanently.




4. Touch the **trash can** icon and confirm deletion when prompted.

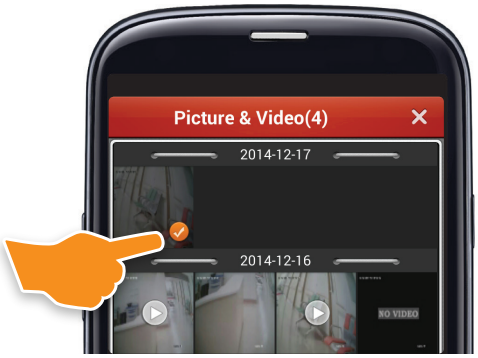


## Sharing Multiple Pictures and Video

1. Tap **Pictures and Video** from the Main Menu.

2. Tap the **Edit Icon** in the top right corner of the screen.

3. Select the images you'd like to share. Images with a check mark will be sent. You can select both videos and images.




4. Touch the **Share Image** icon and choose how you'd like to share your image.

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